

# Consumer Satisfaction Survey Results

Survey Period: August 26-30, 2013

San Diego County's Adult and Older Adult Behavioral Health Services (AOABHS):

Adult Mental Health Services

# Consumer Satisfaction Survey Results

Survey Period: August 26-30, 2013

## Summary

### Consumer Satisfaction

- 90.3% of consumers were generally satisfied with services received (as indicated by either having agreed or strongly agreed with the general satisfaction item).

### Consumer Satisfaction: Trends Across Time

- Domain scores either slightly increased (greater percentage satisfied or very satisfied) or remained relatively stable across the last 3 survey periods.

### Satisfaction by Level of Care

- Consumers who received Outpatient (OP) services reported the highest mean scores compared to Case Management (CM) and Full Service Partnership (FSP) clients in 4 of the 7 domains:
  - ✓ General Satisfaction
  - ✓ Perception of Access
  - ✓ Perception of Quality and Appropriateness
  - ✓ Perception of Participation in Treatment Planning
- Consumers who received CM services reported the highest percentages of satisfaction (and the lowest percentages of dissatisfaction) for the Perception of Social Connectedness domain.
- OP consumers reported the highest percentages of dissatisfaction in the following 3 domains:
  - ✓ Perceptions of Outcome Services
  - ✓ Perception of Functioning
  - ✓ Perception of Social Connectedness

Total Number of  
Surveys Returned:  
2,223

- 1,618 Completed
- 605 Not Completed

## Satisfaction by Race/Ethnicity

- Hispanic and Native American persons had the highest mean scores of General Satisfaction compared to the other racial/ethnic groups (4.5 on a 5-point scale).
- As compared to persons of other racial/ethnic backgrounds, African American persons reported the lowest proportion of satisfaction (and highest proportion of dissatisfaction) for the Perception of Social Connectedness domain.

## Length of Services

- 57.3% of consumers who participated in the survey had been receiving behavioral health services for more than one year.

## Arrests

- Among the 42.7% of consumers receiving services for less than one year, 63.0% reported encounters with police decreasing since they began to receive services for their mental health.
- Among the 57.3% of consumers receiving services for more than one year, 62.0% reported reduced encounters with police in the past year.

## Consumer Demographics

- A slightly lower percentage of males (50.4%) participated in the August 2013 Consumer Satisfaction Survey than were represented in the overall AOABHS population for FY 2012-13 (54.4%).\*
- Each racial/ethnic group was represented in the August 2013 survey period, with White, Hispanic, and African American persons representing 86.5% of the total population surveyed.

## Language Availability

- 97.4% of consumers reported services were provided in the language they prefer.

## Reason for Involvement with Program

- 61.1% of persons who received mental health services reported that someone else recommended that they go.

## Response Rate Summary

- The client response rate to the survey was 31% (excluding incomplete surveys).

---

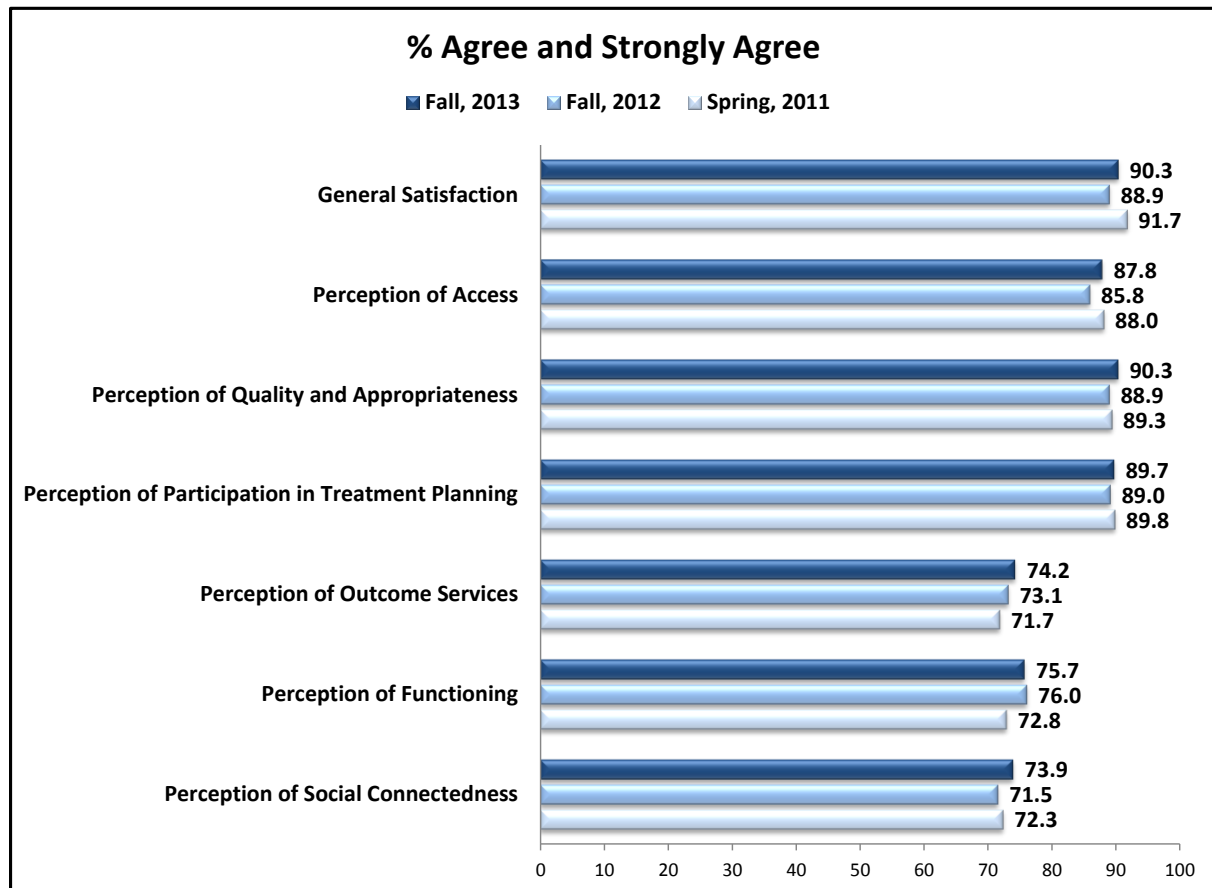
\*Data Source: Anasazi download (10/2013). NOTE: These data are preliminary and may not match the final AOABHS Databook for FY 2012-13.

## Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 1,562\*)

DOMAIN	% below 3.5	% over 3.5	Mean
General Satisfaction (Items : 1-3)	9.7	90.3	4.4
Perception of Access (Items: 4-9)	12.2	87.8	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	9.7	90.3	4.3
Perception of Participation in Treatment Planning (Items: 11,17)	10.3	89.7	4.3
Perception of Outcome Services (Items 21-28)	25.8	74.2	3.9
Perception of Functioning (Items: 29-32)	24.3	75.7	3.9
Perception of Social Connectedness (Items: 33-36)	26.1	73.9	3.9

## Consumer Satisfaction: Trends Across Time



\* Includes only those clients with sufficient data to calculate domain scores.

( 3 )

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

August 2013 Survey Period

Health Services Research Center (MM, ST)

DATE: 11/4/2013

## Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 1,562\*)

Questions based on services received in last 6 months	% Strongly Disagree/ Disagree	% Agree/ Strongly Agree
1. I like the services that I received here.	1.4	92.0
2. If I had other choices, I would still get services from this agency.	4.6	86.4
3. I would recommend this agency to a friend or family member.	3.4	89.1
4. The location of services was convenient (parking, public transportation, distance, etc.).	5.4	82.2
5. Staff were willing to see me as often as I felt it was necessary.	3.8	87.1
6. Staff returned my calls within 24 hours.	6.9	79.3
7. Services were available at times that were good for me.	2.9	88.8
8. I was able to get all the services I thought I needed.	4.5	85.1
9. I was able to see a psychiatrist when I wanted to.	7.8	78.0
10. Staff here believe that I can grow, change, and recover.	2.3	89.7
11. I felt comfortable asking questions about my treatment and medication.	3.3	90.2
12. I felt free to complain.	5.6	81.0
13. I was given information about my rights.	3.5	88.1
14. Staff encouraged me to take responsibility for how I live my life.	2.2	87.9
15. Staff told me what side effects to watch out for.	7.7	76.6
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	2.4	89.1
17. I, not staff, decided my treatment goals.	6.2	78.9
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.1	83.8
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	2.7	86.8
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.0	85.2

As a direct result of the services I received:	% Strongly Disagree/ Disagree	% Agree/ Strongly Agree
21. I deal more effectively with daily problems.	4.2	79.8
22. I am better able to control my life.	4.6	78.2
23. I am better able to deal with crisis.	5.4	76.5
24. I am getting along better with my family.	8.9	70.1
25. I do better in social situations.	10.1	66.0
26. I do better in school and/or work.	11.3	54.1
27. My housing situation has improved.	12.5	63.2
28. My symptoms are not bothering me as much.	14.0	63.8
29. I do things that are more meaningful to me.	8.0	71.4
30. I am better able to take care of my needs.	7.2	73.5
31. I am better able to handle things when they go wrong.	8.4	70.8
32. I am better able to do things that I want to do.	8.7	69.7
33. I am happy with the friendships I have.	8.5	72.1
34. I have people with whom I can do enjoyable things.	10.0	71.9
35. I feel I belong in my community.	12.9	62.2
36. In a crisis, I would have the support I need from family or friends.	9.7	73.2

\*Includes only those clients with sufficient data to calculate domain scores.

NOTE: The 3 highest “%Strongly Disagree/Disagree’s” are highlighted red. The 3 highest “%Agree/Strongly Agree’s” are highlighted green.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

August 2013 Survey Period

Health Services Research Center (MM, ST)

DATE: 11/4/2013

## Satisfaction by Level of Care

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

DOMAIN	Means		
	OP	CM	FSP
	(N=620)	(N=64)	(N=823)
General Satisfaction	4.5	4.2	4.3
Perception of Access	4.4	4.1	4.1
Perception of Quality and Appropriateness	4.4	4.1	4.2
Perception of Participation in Treatment Planning	4.4	4.0	4.2
Perception of Outcome Services	3.8	3.9	3.9
Perception of Functioning	3.8	3.8	4.0
Perception of Social Connectedness	3.8	3.9	3.9

DOMAIN	% over 3.5		
	OP	CM	FSP
General Satisfaction	95.0	84.4	87.8
Perception of Access	92.7	87.5	84.5
Perception of Quality and Appropriateness	94.0	85.9	88.2
Perception of Participation in Treatment Planning	91.9	82.8	88.6
Perception of Outcome Services	69.8	77.8	77.7
Perception of Functioning	69.4	77.0	80.0
Perception of Social Connectedness	71.0	82.8	75.9

DOMAIN	% below 3.5		
	OP	CM	FSP
General Satisfaction	5.0	15.6	12.2
Perception of Access	7.3	12.5	15.5
Perception of Quality and Appropriateness	6.0	14.1	11.8
Perception of Participation in Treatment Planning	8.1	17.2	11.4
Perception of Outcome Services	30.2	22.2	22.3
Perception of Functioning	30.6	23.0	20.0
Perception of Social Connectedness	29.0	17.2	24.1

NOTE: The 3 highest “%Strongly Disagree/Disagree’s” are highlighted red. The 3 highest “%Agree/Strongly Agree’s” are highlighted green.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

August 2013 Survey Period

Health Services Research Center (MM, ST)

DATE: 11/4/2013

## Satisfaction by Race/Ethnicity

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

DOMAIN	Means				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
	(N=777)	(N=382)	(N=224)	(N=81)	(N=20)
General Satisfaction	4.4	4.5	4.4	4.4	4.5
Perception of Access	4.2	4.3	4.2	4.3	4.2
Perception of Quality and Appropriateness	4.3	4.4	4.3	4.2	4.3
Perception of Participation in Treatment Planning	4.2	4.3	4.2	4.3	4.4
Perception of Outcome Services	3.9	3.9	3.8	4.0	3.7
Perception of Functioning	3.9	4.0	3.7	4.0	3.9
Perception of Social Connectedness	3.8	4.0	3.8	4.0	4.1

DOMAIN	% over 3.5				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
General Satisfaction	90.4	90.7	87.4	92.0	85.0
Perception of Access	87.9	88.5	83.2	87.8	90.0
Perception of Quality and Appropriateness	90.9	90.6	87.9	89.2	85.0
Perception of Participation in Treatment Planning	89.4	91.6	86.9	89.2	94.7
Perception of Outcome Services	75.3	75.4	64.3	84.7	65.0
Perception of Functioning	76.7	80.1	66.2	83.3	66.7
Perception of Social Connectedness	73.6	77.7	66.3	83.3	77.8

DOMAIN	% below 3.5				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
General Satisfaction	9.6	9.3	12.6	8.0	15.0
Perception of Access	12.1	11.5	16.8	12.2	10.0
Perception of Quality and Appropriateness	9.1	9.4	12.1	10.8	15.0
Perception of Participation in Treatment Planning	10.6	8.4	13.1	10.8	5.3
Perception of Outcome Services	24.7	24.6	35.7	15.3	35.0
Perception of Functioning	23.3	19.9	33.8	16.7	33.3
Perception of Social Connectedness	26.4	22.3	33.7	16.7	22.2

NOTE: Other (N = 60) and Unknown (N = 18) racial/ethnic categories are not displayed above.

The 3 highest “%Strongly Disagree/Disagree’s” are highlighted red. The 3 highest “%Agree/Strongly Agree’s” are highlighted green.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

August 2013 Survey Period

Health Services Research Center (MM, ST)

DATE: 11/4/2013

## Length of Services

How long have you received services here? (N=1,432)	%
This is my first visit here.	3.9
> 1 visit but < 1 month.	5.1
1 - 2 months.	8.9
3 - 5 months.	10.3
6 months to 1 year.	14.5
More than 1 year.	57.3

## Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes	13.5	105
No	86.5	674
Were you arrested during the 12 months prior to that?	%	N
Yes	15.5	118
No	84.5	643
Since you began to receive mental health services, have your encounters with the police . . .	%	N
Been reduced	63.0	174
Stayed the same	26.4	73
Increased	10.5	29

## Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes	9.6	108
No	90.4	1,014
Were you arrested during the 12 months prior to that?	%	N
Yes	10.3	115
No	89.7	1,001
Since you began to receive mental health services, have your encounters with the police . . .	%	N
Been reduced	62.0	209
Stayed the same	26.7	90
Increased	11.3	38



## Consumer Demographics

**AOABHS August 2013 Survey Takers**

Gender	%	N
Female	48.8	714
Male	50.4	737
Unknown	0.8	11

**All AOABHS Consumers in FY 2012-13**

Gender	%	N
Female	45.3	18,630
Male	54.4	22,360
Unknown	0.3	134

**AOABHS August 2013 Survey Takers**

Race/Ethnicity	%	N
White	50.4	1,082
Hispanic	22.5	483
African American	13.5	290
Asian/Pacific Islander	6.2	132
Native American	1.1	23
Other	5.6	120
Unknown	0.7	15

Data above includes all returned surveys with valid Race/Ethnicity or Gender data.

**All AOABHS Consumers in FY 2012-13**

Race/Ethnicity	%	N
White	47.7	19,619
Hispanic	22.6	9,294
African American	13.0	5,348
Asian/Pacific Islander	5.2	2,147
Native American	0.7	276
Other	4.7	1,953
Unknown	6.0	2,487

Data Source: Anasazi download (10/2013).

NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2012-13.

## Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes	97.4	1,297
No	2.6	34

## Reason for Involvement with Program

What was the primary reason you became involved with this program?	%	N
I decided to come in on my own.	33.7	475
Someone else recommended that I come in.	61.1	861
I came in against my will.	5.2	74

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

August 2013 Survey Period

Health Services Research Center (MM, ST)

DATE: 11/4/2013

# Consumer Satisfaction Survey Results

## Response Rate Summary

AUGUST 2013 SURVEY	
Total Number of Services Reported Per Program (during survey period)	9,463
Total Number of Clients Reported Per Program (during survey period)	5,188
Total Number of Surveys Received	2,223
Number of incomplete surveys received	605
Number of completed surveys received	1,618
Proportion of returned surveys completed	73%
Proportion of returned surveys incomplete	27%
BY SERVICE Response Rate including incompletes	23%
BY SERVICE Response Rate NOT including incompletes	17%
BY CLIENT Response Rate including incompletes	43%
BY CLIENT Response Rate NOT including incompletes	31%

